

Acting with kindness is central to delivering high quality care

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Acting with kindness is central to delivering high quality care

- 1) A chance to introduce ourselves
- 2) Some stories to get us thinking
- 3) Why kindness?
- 4) Time in smaller groups
- 5) Moving to action
- 6) An invitation to join our ongoing conversation

A brief chance to introduce ourselves

At your tables – or for everyone who
is joining online in the chat:

- (a) Your name
- (b) Where you are from (region, country)
- (c) An example of where you have seen kindness
lead to something good
- (d) What most interests you about kindness/what
you're most curious to explore further?



Some
stories to
get us
thinking

Gabby
Göran
Maureen

*(and please feel free to comment
in the chat box if any of the
stories open up some thoughts
for you)*

SPIKES

Embrace a Patient-first Approach
to Advance Care Planning Conversations



VITAS
Healthcare

Source: Baile, W. F., Buckman, R., Lenzi, R., Glober, G., Beale, E. A., & Kudelka, A. P. (2000). SPIKES—a six-step protocol for delivering bad news: application to the patient with cancer. *The oncologist*, 5(4), 302-311.

1. Time
2. Language
3. Person to Person



Kindness Lessons in Leadership





Why kindness?

Bob

This conversation is really about how we improve quality



Institute of Medicine - 2001 (US)

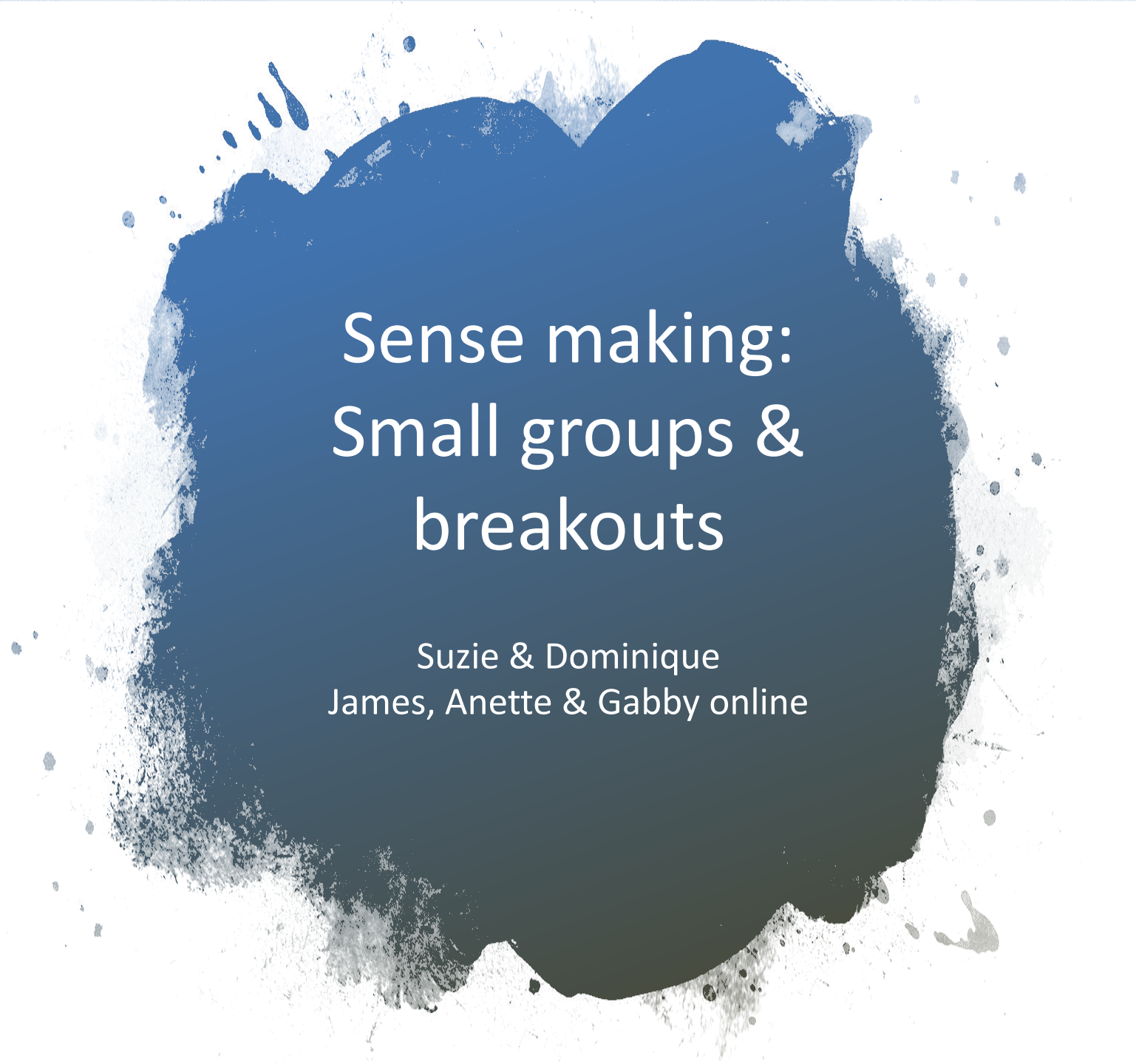
The output of our Nov 2020 International Forum workshop - Our conversation for kindness

- Monthly call on 3rd Thursday of the month [6-7pm GMT/BST]
- Listening, learning, thinking differently and mobilising for action
- Sharing of resources, energy and ideas
- Connecting people to support each other to act
- Contributors across 500+ people from 30 countries

20 months into the conversation – some of the key themes that have emerged include:

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If you would like to join the conversation, please email me: bob.Klaber@nhs.net



Sense making: Small groups & breakouts

Suzie & Dominique
James, Anette & Gabby online

From the 9 themes we described earlier –
exercise to be described:

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Breakout time – choose one of the 9 themes then:

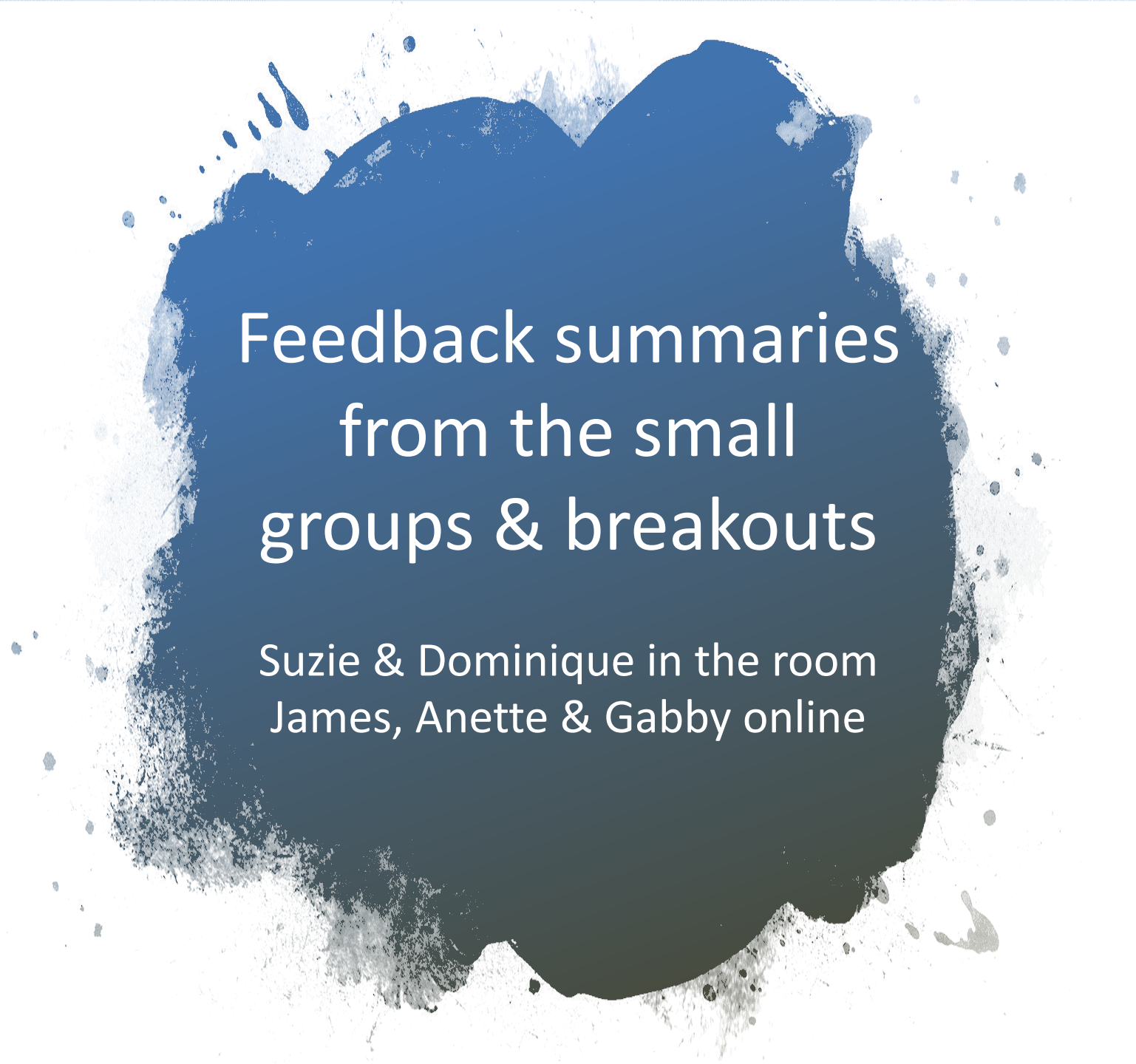
(A) A story- share a story of why this theme matters to you

(B) Taking action – how might you encourage more of this in your workplace?

10 mins



With thanks to Richard & Adele; Margaret & Joe
...and Sharon, Home Manager @ Swn-y-mor Care Home, Port Talbot, Wales



Feedback summaries from the small groups & breakouts

Suzie & Dominique in the room
James, Anette & Gabby online



Some final reflections

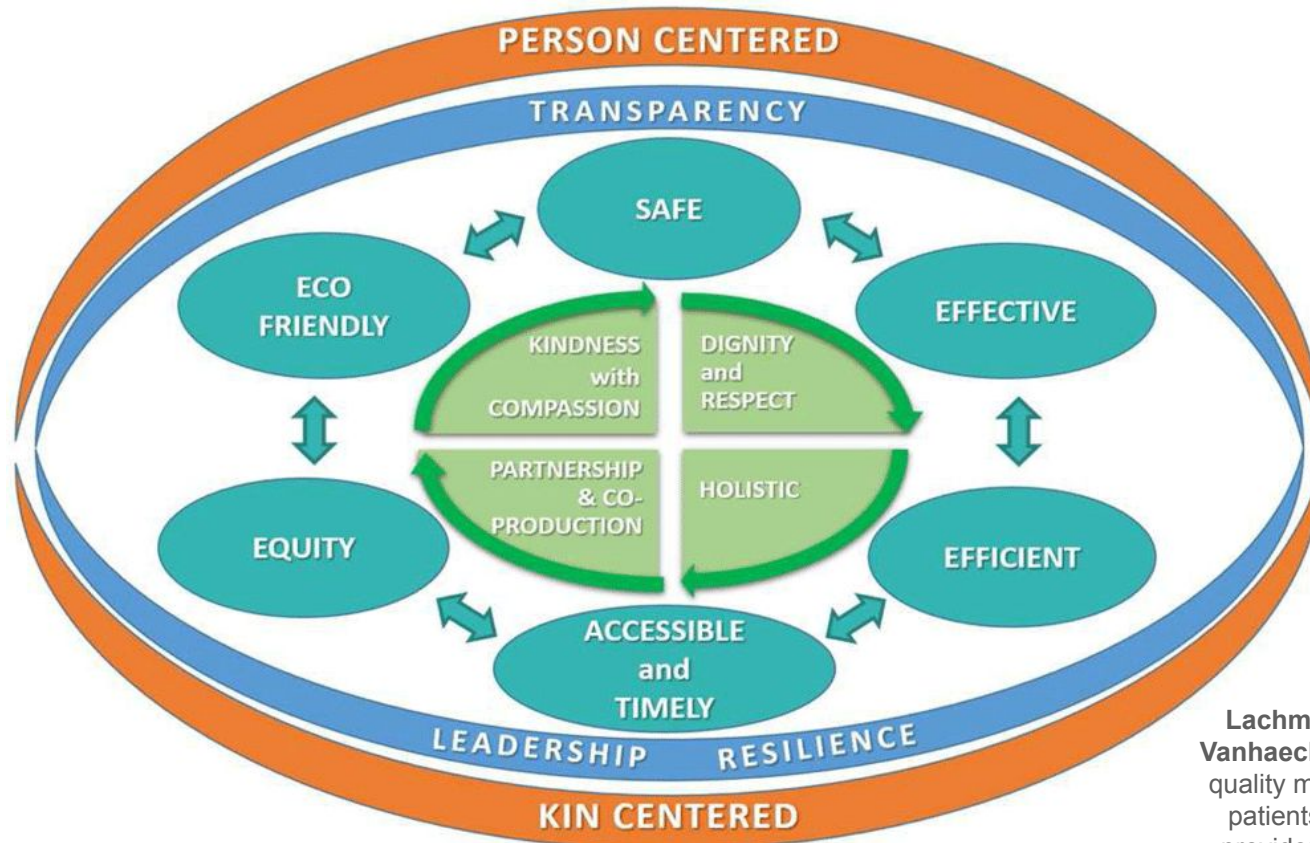
Göran
Maureen
Bob

Kindness bundle

- Opening and closing interactions with patients in a structured way
- Warm personal introduction
 - *“What would you like me to call you?”*
- Shared decision making
 - *“What matters to you?”*
 - *“What about today? What would make today a good day?”*
- Warm close-out
 - *“Is there anything we can do to make you more comfortable?”*



The domains of quality for the new era of health



Lachman P, Batalden P and Vanhaecht K. A multidimensional quality model: an opportunity for patients, their kin, healthcare providers and professionals to coproduce health [version 3]. F1000Research 2021, 9:1140

Three questions to reflect on:

(1) What am I going to do to increase the focus on kindness and to reconnect myself and my colleagues with the real mission in healthcare?

(2) When I see unkind behaviours, what am I prepared to walk past and ignore?

(3) What are the kindness 'always events' I can promote in my leadership of high quality, safe, equitable care?



A conversation for kindness

Next on Thursday 21st July – 6pm (BST)

Then every 3rd Thursday of the month at 6pm
(BST/GMT)

[Join Microsoft Teams Meeting](#)

If you would like to receive the Outlook invitation to the monthly call then
please send an email to Bob at bob.Klaber@nhs.net

Science of Kindness

